Connect to citizens

Presentation by

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FSSAI Cochin

A. Objective

The objective of effective Consumer Grievance Redressal Mechanism is to–

1) To promptly resolve consumer grievances in an unbiased and equitability manner.
2) To provide enhanced level of consumer satisfaction or delight.
3) To educate the consumers about their rights and responsibilities to safe food.
4) To ensure that the consumers are responded with courtesy &intime.
5) To identify the root cause of the complaint and rectify the same in order to improve quality & safety.

B. Rights of Consumers

a. Consumer Protection Act, 1986 –

In general, the consumer rights in India are listed below:

1. Right to Safety
2. Right to be Informed
3. Right to Choose
4. Right to be Heard
5. Right to Seek redressal
6. Right to Consumer Education

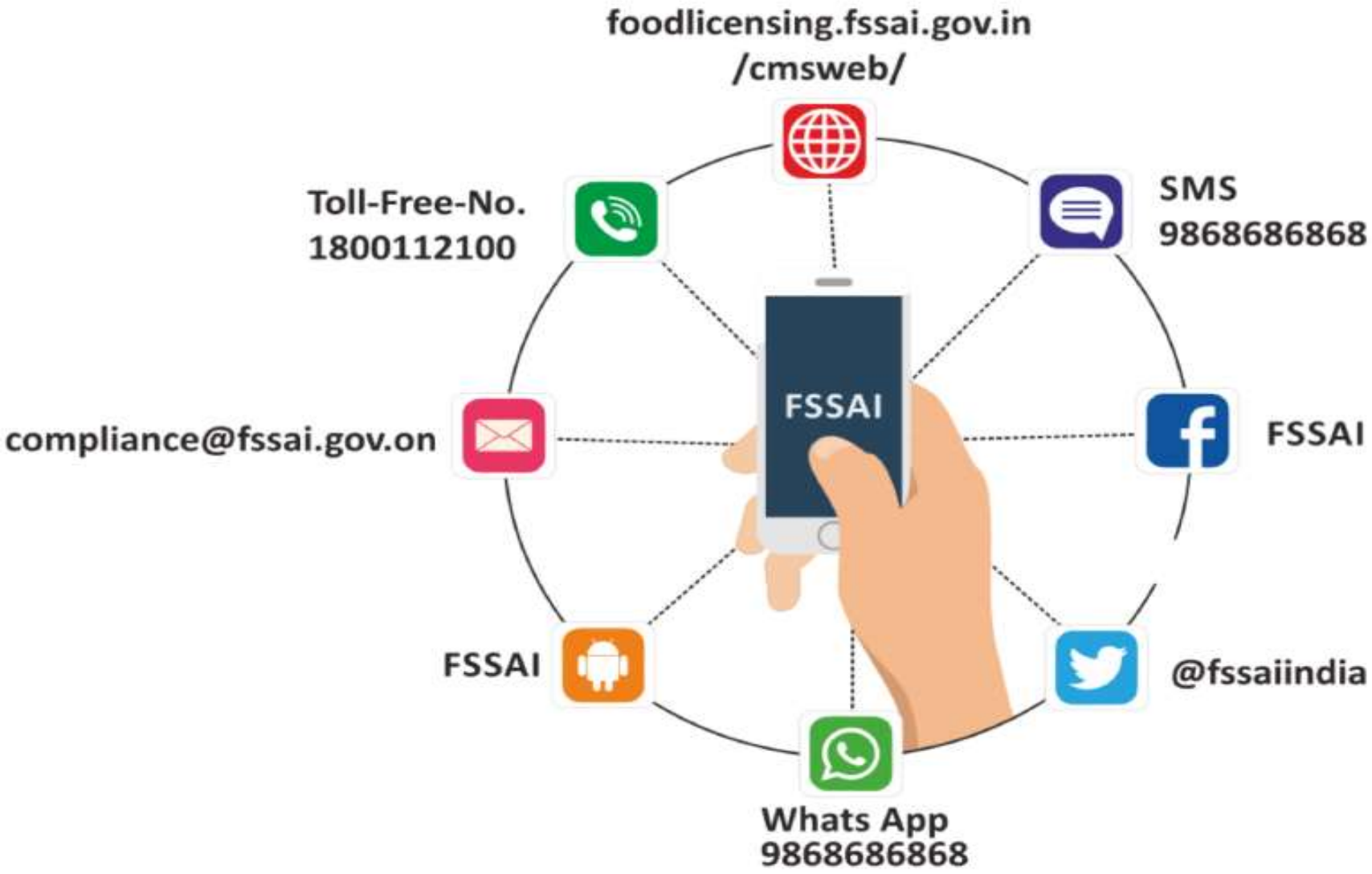
C. CONSUMER CONNECT INTERFACES

FSSAI has developed various interfaces where, in case consumers have grievance against a FBOs, they can register their grievances. These interfaces have been developed to provide various channels to the consumers to register their grievances, according to their ease.FSSAI has also integrated with online portals of other government organizations which are also working towards redressal of consumer grievances. The details of these interfaces are listed below:

a) Citizen Connect

Citizen Connect is an initiative of FSSAI to develop a credible and robust information and feedback mechanism across various channels to create a responsive ecosystem to bring each citizen on-board to share their concerns regarding food safety violations. FSSAI has provided accessibility to the citizens to raise their concern through following channels:

1. e-mail - compliance@fssai.gov.in
2. Whatsapp - 9868686868
3. Facebook Page - FSSAI
4. Twitter - @fssaiindia
5. FSSAI concern web portal –Food Safety Connect https://foodlicensing.fssai.gov.in/cmsweb/
6. SMS- 9868686868
7. Toll- Free No. –1800112100
8. Application – Food Safety Connect (android)
9. Letters – Director, Regulatory Compliance Division, 4th Floor, FSSAI, FDA Bhawan, Kotla Road, New Delhi – 110002.
10. Walk-in - Director, Regulatory Compliance Division, 4th Floor, FSSAI, FDA Bhawan, Kotla Road, New Delhi – 110002.


foodlicensing.fssai.gov.in
/cmsweb/
Toll-Free-No.
1800112100
SMS
9868686868
compliance@fssai.gov.on
FSSAI
FSSAI
FSSAI
@fssaiindia
Whats App
9868686868

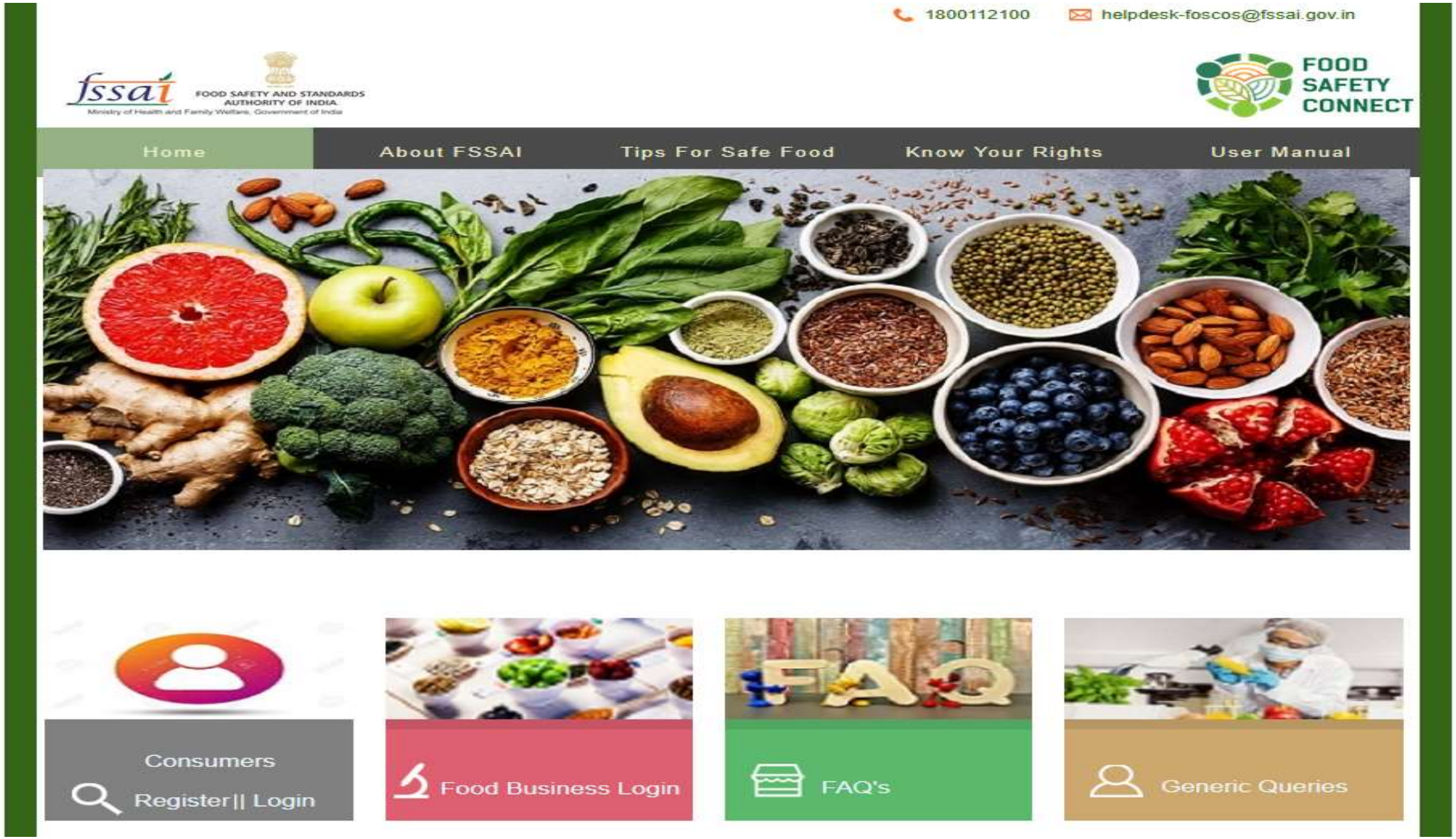
D. Consumer Complaint Redressal Mehanism

These channels are constantly monitored by FSSAI and the grievances are registered in an online portal of FSSAI and forwarded the same to the state regulators and FBOs.

b) Food Safety Connect

"Food Safety Connect" is a Consumer Centric App & an online portal by FSSAI that offers a centralised platform to the Indian consumers to raise concerns related to food safety and hygiene.Towards securing National Food Safety, FSSAI intends to bring each citizen onboard to share their concerns regarding food safety violations.

This "Food Safety Connect" initiative allows a consumer to share their concernspertaining to food safety & hygiene in a pre packaged product and at eat out places such as restaurants, dhabba etc. It also guides the consumers about their rightsand consumers can also track Food Business Operators license/registration certificate authenticity. The main objective of this initiative is to ensure satisfactorily & timely redressal of concern and to create a robust ecosystem of ensuring food safety in the country.


1800112100
helpdesk-foscos@fssai.gov.in
fssai
FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA
Ministry of Health and Family Welfare, Government of India
FOOD SAFETY CONNECT
Home
About FSSAI
Tips For Safe Food
Know Your Rights
User Manual
Consumers
Register|| Login
Food Business Login
FAQ's
Generic Queries

Food Smart Consumer

Your Complete Guide to Food Safety

www.foodsmart.fssai.gov.in

Food Smart Consumer portal provides the consumers –

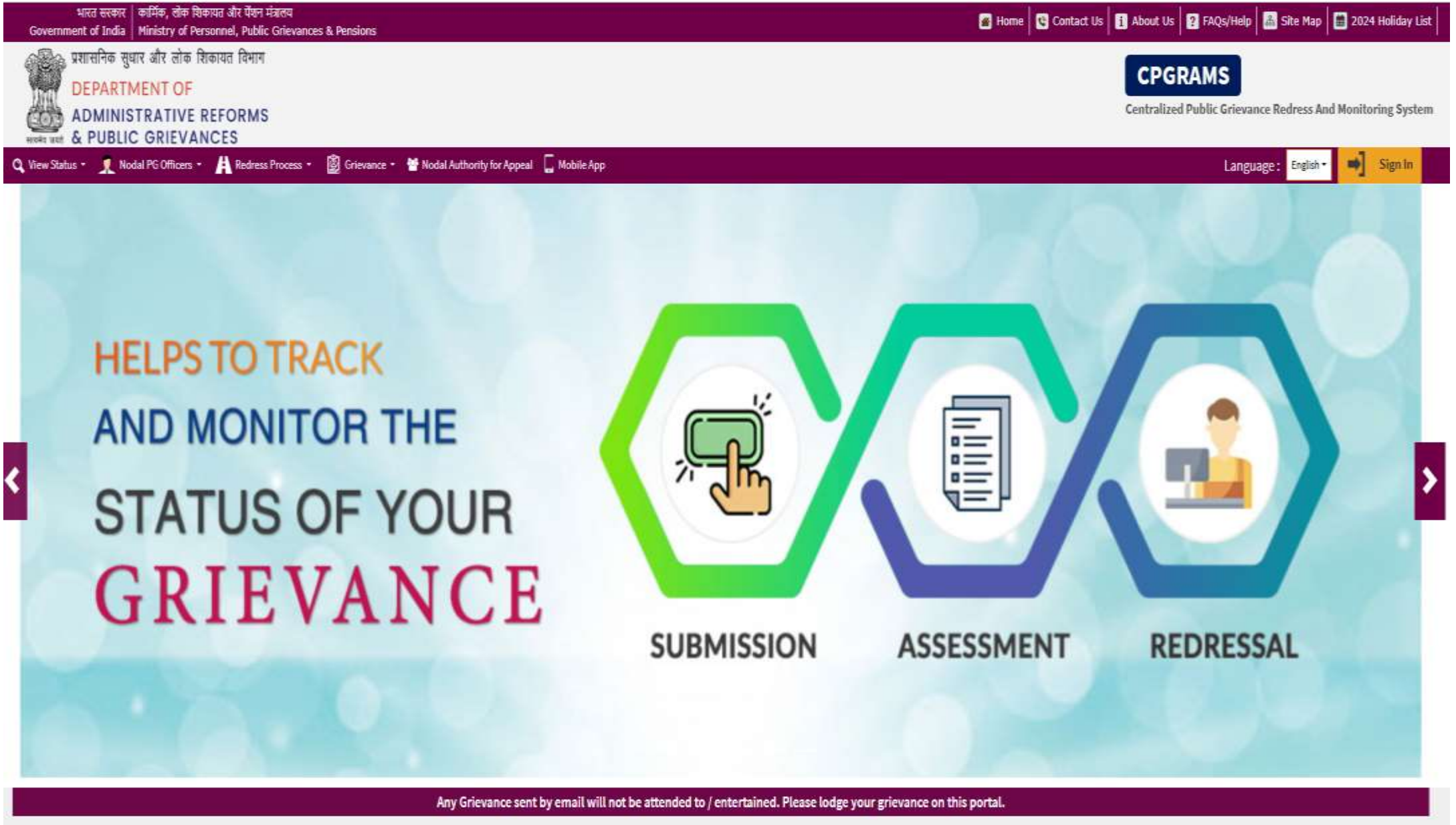
1. Information about the **consumer rights** in accordance with Food Safety & Standards Act, 2006 and The Consumer Protection Act, 1986.
2. **Guide to smart buying** of raw food, packaged food & served food.
3. An **interactive quiz** for the consumers to assess their knowledge about food safety & nutrition while purchasing packaged food or consuming served food.
4. Information regarding **claim busters** which are misleading the consumers.
5. Link to **water portal** to check the quality of packaged drinking water/mineral water, a consumer purchases from the market.
6. Information regarding the **procedure to lodge the grievances** in case the consumers have any grievance. In addition to this, details of nodal officers from Food Business Operators (FBOs), State Food Authorities and Central Authority are also provided to fast track the process.
7. Exclusive series of consumer **guidance notes published** on periodic basis to educate the consumers about various sensitive issues such as re-use of frying oil, artificial ripening etc.
8. Link to download **Food Safety Connect App** – **FSSAI Mobile App** and **Smart Consumer App** – Ministry of Consumer Affairs for complaint registration.
9. An access to **resource gallery** of FSSAI comprising of popular publications of FSSAI like Pink Book (Food safety guide for homemakers), DART book (rapid adulteration detection test for home), informative videos, Food Safety Display Boards etc.

d) GAMA Portal

Department of Consumer Affairs (DoCA) has launched a web based GAMA (Grievances against Misleading Advertisements) portal wherein Misleading advertisements related to Food and Beverages are being forwarded to FSSAI through this portal. Food Safety and Standards Authority of India (FSSAI) has signed anMoU with Advertising Standard Council of India (ASCI) on 28th June, 2016.ASCI will comprehensively monitor cases of misleading advertisements in the Food and Beverage sector (F&B) across various media. ASCI have been given a suomoto monitoring mandate by FSSAI to process complaints against misleading F&B advertisements. MoU also requires ASCI to report to FSSAI non-compliance of ASCI's decisions for further action as required per provisions of FSSAI Act.

e) Smart Consumer App

Department of Consumer Affairs, Govt. of India has launchedits **"Smart Consumer App"** mobile app on 24th Dec'16to educate & empower consumers to make better choices & furthering the vision of digital consumers and digital India. It enable consumers use their mobile phones to access information about products which is required to be provided by manufacturers/brand owners/importers under Legal Metrology (Packaged Commodities) Rules 2011.


भारत सरकार
Government of India
कार्मिक, लोक शिकायत और पेंशन मंत्रालय
Ministry of Personnel, Public Grievances & Pensions
Home
Contact Us
About Us
FAQs/Help
Site Map
2024 Holiday List
प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
CPGRAMS
Centralized Public Grievance Redress And Monitoring System
View Status
Nodal PG Officers
Redress Process
Grievance
Nodal Authority for Appeal
Mobile App
Language :
English
Sign In
HELPS TO TRACK
AND MONITOR THE
STATUS OF YOUR
GRIEVANCE
SUBMISSION
ASSESSMENT
REDRESSAL
Any Grievance sent by email will not be attended to / entertained. Please lodge your grievance on this portal.

FOLLOWING ARE NOT TREATED AS GRIEVANCE

- RTI matters
- Court related / Subjudice matters
- Religious matters
- Suggestions
- Service Matters of Govt. Employees

E. CONSUMER GRIEVANCE REDRESSAL MECHANISM BY FSSAI

FSSAI in its endeavours to ensure that all the consumer grievances are redressed satisfactorily and in timely manner, FSSAI has formulated a Consumer Grievance Redressal Mechanism. This mechanism effectively coordinate with different State FDA's & Food Business Operators and resolve the grievances by addressing the root cause, thus ensuring accessibility to safe food to the citizens. The Consumer Grievance Redressal Mechanism followed at FSSAI is as follows -

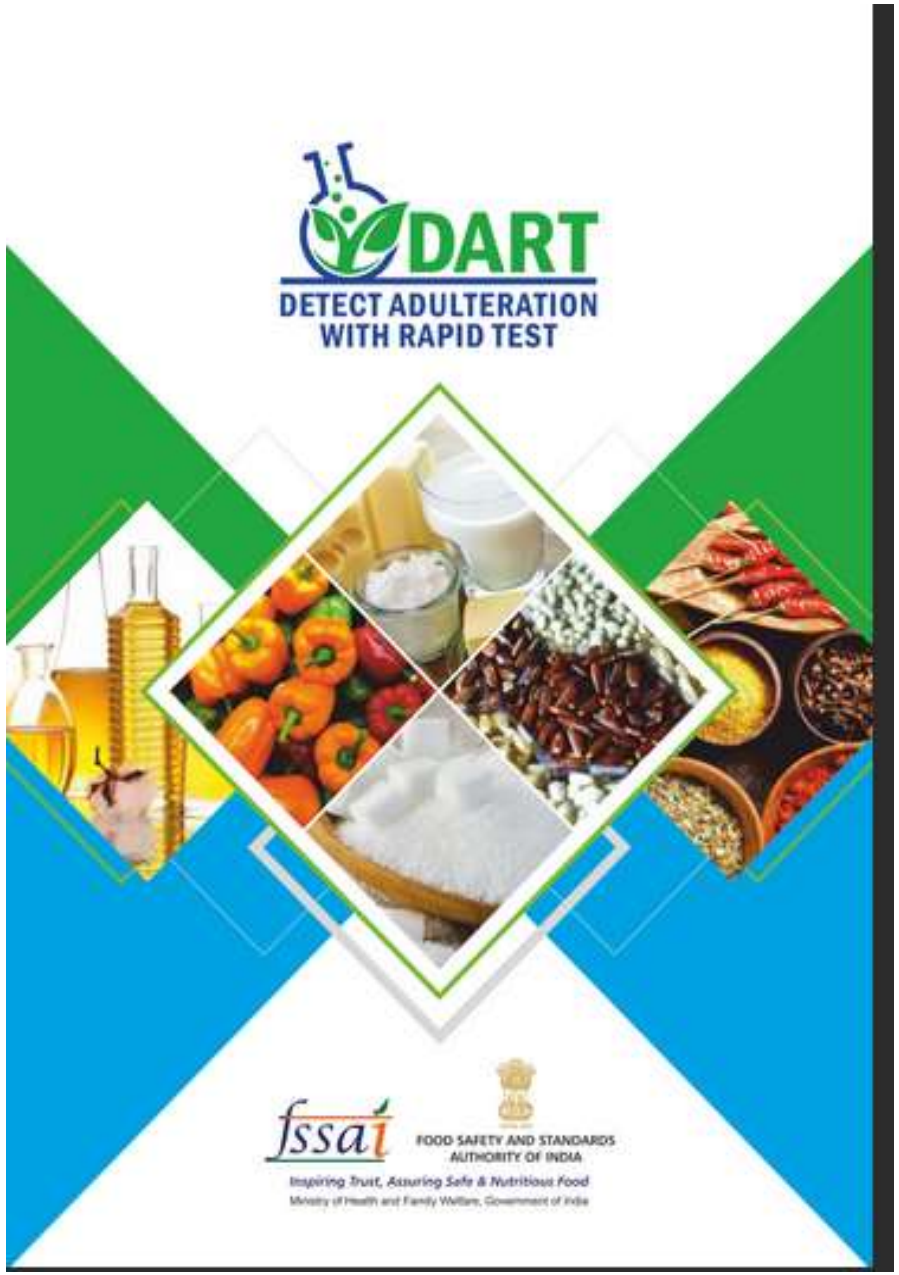
a) Grievance Handling Cell

FSSAI has constituted a grievance handling cell which comprises of the officials from different departments. FSSAI also involves expert from the industry as per the requirement.

b) Grievance Redressal Mechanism

c. Time Period

S. No.	Procedure	Time Period
1	Manual feeding of complaints in the online portal and creating Unique ID.	Within 24 hours
2	First scrutiny of the complaint by RCD & forwarding the same to the DO/reverting to consumer with suitable reason in case grievance is not suitable.	Within 24 hours
3	Time taken by DO to submit report to FSSAI	Approx 15 days
4	Time taken by Nodal Officer to submit corrective action report to DO/FSO	Approx 15 days
5	Total time taken by FSSAI to redress the grievance	Approx 30 days


DART
DETECT ADULTERATION
WITH RAPID TEST
fssai
FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA
Inspiring Trust, Assuring Safe & Nutritious Food

Eat Right
India
THE
PURPLE
BOOK
A
Handbook
on
Diets for
Diseases
fssai
FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA

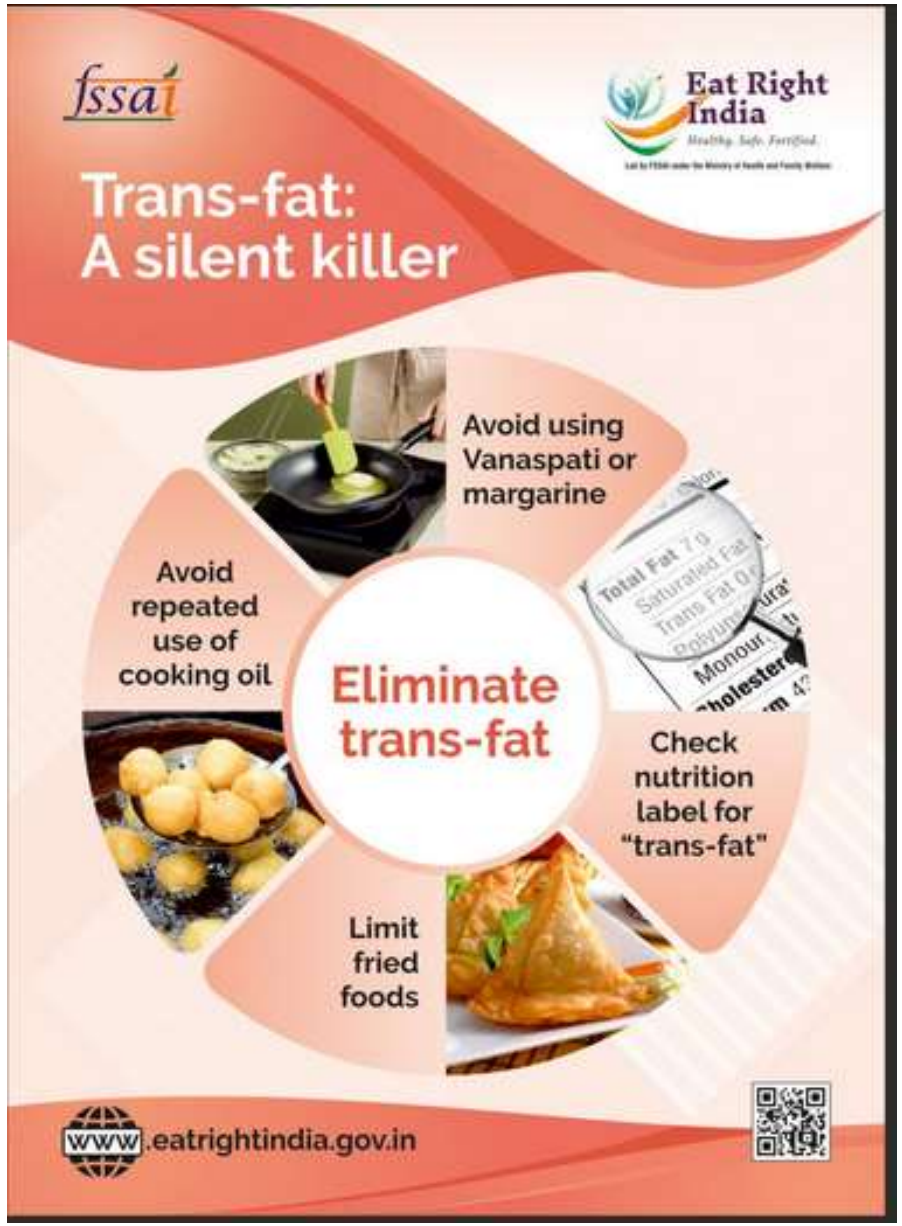
fssai
FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA
Inspiring Trust, Assuring Safe & Nutritious Food
THE PINK BOOK
YOUR GUIDE FOR
SAFE AND NUTRITIOUS
FOOD AT HOME

Safe and Nutritious Food
A Shared Responsibility
www.snfportal.in
THE YELLOW BOOK
LEVEL I
Grades 1-5
YOUR GUIDE TO
SAFE AND NUTRITIOUS FOOD
@SCHOOL

Safe and Nutritious Food
A Shared Responsibility
www.snfportal.in
THE YELLOW BOOK
LEVEL II
Grades 6-8
YOUR GUIDE TO
SAFE AND NUTRITIOUS FOOD
@SCHOOL
fssai.gov.in

fssai
Eat Right India
Healthy. Safe. Fortified.
Aaj se thoda kam
Reduce salt, sugar and oil
to decrease risk of diabetes, hypertension and heart diseases
Avoid sprinkling salt or sugar over food
Limit salty, sweet and oily foods
Replace with healthier options
Use smaller measuring spoons to add salt, sugar and oil
Buy limited quantity
www.eatrightindia.gov.in

fssai
Eat Right India
Healthy. Safe. Fortified.
No Food Waste
Responsible buying
Right storage
Reduce serving sizes
Recycle into compost
Reuse leftover food
Redistribute surplus food
SAVE FOOD
SHARE FOOD
SHARE JOY
www.sharefood.fssai.gov.in


fssai
Eat Right India
Healthy. Safe. Fortified.
Trans-fat:
A silent killer
Avoid using Vanaspati or margarine
Avoid repeated use of cooking oil
Eliminate trans-fat
Check nutrition label for "trans-fat"
Limit fried foods
www.eatrightindia.gov.in

fssai
Eat Right India
Healthy. Safe. Fortified.
Dekha Kya?
Eat fortified foods with added vitamins and minerals for your daily needs
Iron
Vitamin B12
Folic Acid
Fight Anaemia
Wheat Flour & Rice
Vitamin A
Prevents night blindness
Vitamin D
Supports strong bones
Oil & Milk
Iron
Fights Anaemia
Iodine
Normal growth and brain development
Double Fortified Salt
No change in taste, smell, appearance, cooking and storing methods
www.ffrc.fssai.gov.in

Ministry of Health & Family Welfare
Government of India

fssai

Eat Right India
सही भोजन, बेहतर जीवन.
#EatRightIndia

ഭക്ഷ്യ സുരക്ഷാ വകുപ്പ്
COMMISSIONERATE OF FOOD SAFETY KERALA
fssai

HOME ABOUT SERVICES UNSAFE / BANNED PRODUCTS RESOURCES TENDERS & QUOTATIONS RTI CONTACT മലയാളം

Toll Free 24/7 1800 425 1125 Complaint Registration

Download Eat Right Kerala Android App

Visit Portal Grievance www.eatright.foodsafety.kerala.gov.in

ഭക്ഷ്യ സുരക്ഷാ വകുപ്പ്
COMMISSIONERATE OF FOOD SAFETY KERALA

GOVERNMENT OF KERALA

fssai

HOME ABOUT SERVICES UNSAFE / BANNED PRODUCTS RESOURCES TENDERS & QUOTATIONS RTI CONTACT മലയാളം

The **Food Safety Toll- Free number (1800 425 1125)** of the Department is linked with the Government Contact Centre – Kerala, run by the IT Mission for providing Grievance Redressal support service to citizens round the clock.

The Government Contact Centre – Kerala would serve as a "front – end" platform to receive complaints from the general public that would then be transferred to the field level officers for expeditious action as per the method of call forwarding mechanism.

The public can contact the Department through the Toll Free No. (1800 425 1125) for registering their complaints.

Controller Food and Drugs Administration
Government of Chhattisgarh

हिन्दी

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वरिष्ठ खाद्य सुरक्षा अधिकारियों की अनंतिम वरिष्ठता सूची

Food & Drugs Complain Helpline No. 9340597097

Food and Drugs Administration under **Health and Family Welfare Department Government of Chhattisgarh** is discharging its mandate to have effective and efficient control over the illegal import, manufacture, sale and distribution of not of standard quality, misbranded, spurious, adulterated and banned drugs and adulterated and unsafe food products in the state of Chhattisgarh through the implementation of the following major acts and various Rules and Regulations made thereunder.

Right To Service Time Limit 30 Days

Acts & Rules

The Drugs and Cosmetics Act, 1940 and Rules, 1945.

The Drug (Price Control) Order 2013.

The Drugs and Magic Remedies Act, 1954

The Food Safety and Standards Act, 2006

The Food Safety and Standards Rules, 2006

Important Links

Drugs Control.Org

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Inspiring Trust, Assuring Safe & Nutritious Food

ONDLS

RIGHT TO INFORMATION
https//www.rti.gov.in

Commissionerate of Food Safety

Health & Family Welfare Department

Government of Meghalaya

The Commissionerate of Food safety is an autonomous body under the Health & Family Welfare Department. As per Section 30 of FSS Act 2006, the state Government shall appoint the Commissioner of Food Safety as head of the Commissionerate for the state for efficient implementation of Food Safety & Standards and other requirements laid down under this Act and the rules and regulations made thereunder. The main function of the Commissionerate of Food Safety is to ensure safe and wholesome food to the consumers.

Shri. Sampath Kumar, IAS

Dr. Joram Beda, IAS

Thanks for your attention……..

FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA

Inspiring Trust, Assuring Safe & Nutritious Food

Ministry of Health and Family Welfare, Government of India